Ensemble™ $75 Rebate FAQ's

Customer can receive a Clarity® Ensemble™ phone at $75 off retail cost after rebate through participating retailers. Customer will purchase the device from participating retailers and can be rebated $75 by completing and returning the Professional Certification Form included with your Ensemble, as well as a copy of your Ensemble purchase of receipt to ClearCaptions™ within 45 days of purchase. The **Professional Certification Form** is a third-party certification of hearing loss that necessitates the use of a captioned phone. Rebate will be processed within four to six weeks after receiving the completed and signed Professional Certification Form and Ensemble receipt of purchase.

About Ensemble

- What is a captioned phone?
    - A captioned phone provides near-real-time captions of what the other person is saying using a phone display to help those with hearing loss use the phone effectively.
- How much is the captioning service?
    - ClearCaptions is provided at no cost to qualified users. It is funded, certified and regulated by the Federal Communication Commission (FCC).
- What are the features of Ensemble?
    - Integrated captioning service provided at no cost to qualified users
    - Up to 50 dbs of the best amplification available configurable by the user
    - Tone control setting
    - 7" touch-screen display
    - Built-in answering machine
- Besides providing captions on phone calls, is Ensemble an amplified phone?
    - Yes. Ensemble provides up to 50 dbs of the best amplification available. Ensemble is built by Clarity, the market leader in amplified phones. The amplification uses digital sound processing and multi-band compression to make soft sounds loud and clear while smoothing out loud sounds.
- What makes Ensemble unique as a captioned phone?
    - Ensemble is unique because it not only provides the highest-quality captioning service from ClearCaptions, but is also one of the best amplification phones on the market. It is the only phone that provides the best captioning and amplification in one solution.
- How do the captions work?
    - A certified captioning assistant (CA) hears the incoming audio and "revoices" what is said. ClearCaptions technology converts it into text, which is then sent to your Ensemble telephone.
- What about privacy?
    - ClearCaptions technology is secure and encrypted, ensuring call confidentiality at all times.
    - All ClearCaptions captioning assistants (CAs) are required to complete a rigorous screening process, and are bonded and subject to a nondisclosure agreement.

- All ClearCaptions employees are required to complete confidentiality and legal compliance training, and are subject to immediate disciplinary action, including termination, if they do not follow all rules and regulations.
- All ClearCaptions employees must annually sign a Pledge of Confidentiality and Ethics Agreement, meeting and/or exceeding the relay service confidentiality standards required by the FCC.
- Because ClearCaptions is FCC-regulated, CAs are prohibited from discussing or disclosing the content of any captioned conversation.
- No record or transcript of any call is recorded or stored. The only call data collected is that necessary for reporting to the FCC.
- Required FCC reporting data does not include caller names, location or other personal information.
- ClearCaptions CAs are prohibited from bringing any writing tools, paper or electronic devices, including but not limited to cell phones, tablets or laptops into the captioning area.
- ClearCaptions Operations/Call Center is a locked facility with security located at the front door. No entry into the ClearCaptions facility is permitted without a company ID and key card issued by ClearCaptions Human Resources. All visitors are required to check-in at the front desk and are prohibited from entering the ClearCaptions facility without a designated ClearCaptions representative. In addition, the section of the building devoted to ClearCaptions is key card access only to those persons directly employed by ClearCaptions.
- Visitors are prohibited from entering the production floor.

About Offer

- What is the offer?
  - Consumers can purchase an Ensemble phone and receive a $75 rebate after submitting the Professional Certification Form included with your Ensemble purchase, along with your Ensemble proof of purchase within 45 days of purchase. Consumers must complete the Professional Certification Form and receive a third-party hearing loss professional's signature.
- How can you offer a $75 rebate for Ensemble?
  - The FCC allows ClearCaptions to offer Ensemble at minimal cost to qualified customers with a medical certification of hearing loss.
- How is the service free?
  - The FCC is mandated to fund services like ClearCaptions in order to provide hearing impaired Americans equal access to the telephone system.
- What is the catch?
  - No catch. Provide ClearCaptions with the completed and signed Professional Certification Form, along with your proof of purchase within 45 days of purchase and you will receive a $75 rebate.

- Do I have to use the caption service to receive the rebate?
    - No. You are under no obligation to use caption service. ClearCaptions are provided to aid in using the telephone, and are available whenever you want them.
- What are the minimum requirements to get the phone?
    - Self-certify hearing loss
    - High-speed Internet with access to the router
    - Landline home phone service
- What types of home phone services are supported?
    - Traditional landline
    - Voice over IP (VoIP)
    - Digital Internet service
- Will Ensemble work at my office/workplace?
    - While Ensemble was designed for residential use, it may work in an office environment depending upon the network configuration in your work location. One of our sales representatives can assist you directly. Please contact us via email at **sales@clearcaptions.com.**
- What is required to qualify for the rebate?
    - You must submit the completed and signed Professional Certification Form included with your Ensemble purchase, along with proof of purchase within 45 days of purchasing Ensemble.
    - You must pair your Ensemble phone with your ClearCaptions account. If you do not have a ClearCaptions account, you can get one for free by going to **www.clearcaptions.com**.
- What form needs to be filled out to get a rebate for my Ensemble phone?
    - Complete the Professional Certification Form included with your Ensemble purchase. Please be sure you complete all fields and that the form is signed by a healthcare professional necessitating the use of ClearCaptions and verifying hearing loss. The FCC requires this document in order for the phone to be provided at no cost.
- I bought a phone previously. Can I get a rebate on that phone?
    - No. This offer reflects a recent change in FCC regulations. If you would like a second Ensemble phone, you are eligible through this program.
- Can I get more than one Ensemble phone rebate?
    - No. Only one rebate can be provided for each household.

Phone Set-up

- How do I set-up the phone?
    - The phone comes pre-assembled. Simply connect the power and plug the phone cord into your wall jack.
- How do I connect Ensemble to the Internet?
    - In most cases, connecting Ensemble to the Internet is simple and straightforward. Included with your phone is a small wireless device called a Wireless Access Point (WAP). By connecting the WAP to your router (a fancy term for the box sending out the

Internet signal and plugs directly into the wall) the Ensemble phone will immediately connect. The WAP is already configured to work with the phone and will allow for a secure connection. You can also directly connect to your home wireless network (WiFi) by pressing the connection button, finding your network and logging in. If you need addition help, contact technical support at **855-877-5904** or press the ClarityLogic® button on your phone to connect with a technical support specialist.

- How do I get my ClearCaptions service to work on my Ensemble phone?
    - Once your phone is connected to the Internet, a ClearCaptions registration screen will appear. If you already have a ClearCaptions account, log in on your Ensemble using your account name and password. If you do not have a ClearCaptions account, follow the prompts on the Ensemble to start your free account. Your account should "pair" with your Ensemble.
- Can I use Ensemble with another captioning service?
    - No. ClearCaptions is the only service available for Ensemble.

Professional Certification Form

- The Professional Certification Form was not included in my Ensemble box.
    - Click the link below, print the form and follow the instructions.
        - **Rebate form**
- What needs to be included on the Professional Certification Form?
    - Please complete ALL required fields in the form, including:
        - The name, address, phone number and email address of the person who will be using ClearCaptions.
        - The name, address, title, phone number, email address and signature of the person verifying hearing loss.
        - The Ensemble Serial Number (ESN) of the Ensemble phone. This can be found on the sticker located at the bottom of the phone or through the phone by selecting "Menu"> "Settings"> "About Phone": The ESN is listed as the "ClearCaptions Device ID."
- Who can sign the Professional Certification Form?
    - A third-party professional who is defined as a person trained to evaluate a person's hearing loss and holds applicable professional qualifications. Examples include: audiologist, hearing instrument specialist, speech pathologist, doctor, nurse, social worker, other medical professional, occupational therapist, vocational rehabilitation counselor or social service provider.
- Do you have any hearing healthcare providers you can recommend?
    - You can contact your doctor or visit this site: **http://webportal.audiology.org/Custom/FindAnAudiologist.aspx**
- How long do I have before I need to return the Professional Certification Form?
    - To receive the rebate, you must return the completed Professional Certification Form, along with your Ensemble purchase receipt, within 45 days of purchasing your phone.
- Where do I send the Professional Certification Form?

- You can scan and email it to **rebate@clearcaptions.com**, fax it to **877-846-9122** or mail it to:
  Purple Communications
  ATTN: Rebate
  595 Menlo Drive
  Rocklin, CA 95765

- Can I fill out the Professional Certification Form online?
  - No. The form must be signed by the professional that is certifying the hearing loss.
- I received a third-party professional certification form from another company. Can I use that form?

  No. You must use the Professional Certification Form that is included in your Ensemble packaging. If you do not have the Professional Certification Form, you can print it by clicking the link below.
  - **Rebate form**

Post Set-up Support

- I am having technical issues with my phone.
  - Contact technical support at **855-877-5904** or press the ClarityLogic button on your phone to connect with a technical support specialist.
- My phone does not work.
  - Contact technical support at **885-877-5904** or press the ClarityLogic button on your phone to connect with a technical support specialist.

Frequently Asked Rebate Questions

- Was my form received?
  - Please email **rebate@clearcaptions.com** and include the full name and address of the Ensemble user along with your specific question.
- Where is my rebate?
  - It will take between four to six weeks after receiving your forms to process and mail your rebate. An email will be sent when your rebate has been processed. This email will also contain a tracking number that you can use to get a more accurate estimate on the arrival of your card. If it has been longer than six weeks since submitting your forms, or if you have additional questions, please email **rebate@clearcaptions.com** and the full name and address of the Ensemble user along with your specific question. You can also call ClearCaptions Customer Care at **866-868-8695**, Monday-Friday, 9 a.m. to 9 p.m. EST.
- You said you sent me my rebate, but I never received it.
  - When your rebate was mailed, you were sent an email with the delivery tracking number. You can use this information to track the delivery status of your rebate. If there is an issue or if you have additional questions please email **rebate@clearcaptions.com** and include the full name and address of the Ensemble user along with your specific

question.You can also call ClearCaptions Customer Care at **866-868-8695**, Monday-Friday, 9 a.m. to 9 p.m. EST.